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April 5, 2022

VIA EMAIL

Leesa Aiken
1500 Senate Street
Columbia, S.C. 29201
laiken@statelibrary.sc.gov

RE: Follow-up from the Subcommittee meetings with the agency

Dear Director Aiken:

The Education and Cultural Subcommittee appreciates the State Library's continued partnership in the oversight process.

The Subcommittee requests the agency provide written responses to questions, or provide additional data to further clarify information provided during the study process. Please provide this information by Friday, May 6, 2022.

Please note the Subcommittee cannot accept any confidential information that cannot be placed online and that all correspondence received from agencies who have been or are currently under study is sworn testimony.

Internal Agency Processes

1. At the January 26, 2022 Subcommittee meeting, Director Aiken mentioned the agency's current inability to manage digitization of state documents due to workload volume. Please identify the resources needed to adequately manage the agency's digitization of state documents.
2. At the January 26, 2022 Subcommittee meeting, Director Aiken mentioned the agency managed nine websites. Please list these websites.
3. Provide the total amount in bonuses approved by the agency director, for the past five fiscal years, and the purpose for the bonuses.
4. Please provide the total number of agency funded travel events, for the past five fiscal years, and the process for how staff are chosen for these trips. Include the travel location, purpose of travel, and associated costs.
5. Please identify the services provided by the Book-A-Librarian program. Who utilizes this service and what metrics are tracked to determining its success?
6. Please identify active programs or services, implemented as a result of COVID-19, which agency leadership plan to permanently incorporate (e.g., virtual trainings).

Agency Services

7. Please provide the total number of consultative services requested by county libraries and the type of consults provided (List by county. Do not aggregate).

South Carolina Government Social Media Idea Exchange

8. When was the South Carolina Government Social Media Idea Exchange created and how often does it meet? Please provide a list of participating state agencies.
9. Please provide examples of best practices implemented by State Library staff as a result of this group.

Rankings and Awards

10. How does South Carolina's library system rank nationally? Please list the metrics used in these rankings (e.g., visits, total books and documents, resources, access, etc.)?
11. Please provide dates for the awards identified in Question 5 of the letter submitted to the Subcommittee on March 4, 2022.

Submission of Required Documents

12. Per Section 60-2-30 of the SC Code of Laws, all state agencies, departments, and state-supported colleges and universities must provide at least fifteen copies of every state publication that the agency, department, college, or university prints or causes to be printed to the State Library within fifteen days after the printing. Are the identified entities providing this information to the State Library as directed in statute?
 - a. If not, what is the agency doing to ensure the identified entities submit the required documents?
13. Per Section 60-1-150 of the SC Code of Laws, every public, college, university, technical college, and state institutional library shall make an annual statistical report to the South Carolina State Library in a form as may be prescribed by the State Library. Are the identified entities providing this information to the State Library as directed in statute?
 - o If not, what is the agency doing to ensure the identified entities submit the required documents?

Market Assessment/Partnerships

14. Do agency staff conduct and annual assessment of county library resources and utilization?
 - o If so, what metrics does the agency review during its assessment? Is this information provided in a formal report?
15. Does South Carolina have an enough library locations to provide equitable services to all state resident? Please provide data to support your response.
16. Please provide establishment dates for the partnerships identified in Question 10 and 17 of the letter submitted on March 4, 2022. Confirm whether the identified partnerships are active or inactive.
17. How do you find, connect, and nurture relationships with the state's preservationist? Does the agency provide education opportunities to further develop the skills of preservationists?

Utilization of Library Resources

18. Provide data illustrating library service utilization by customer type (e.g., public, teachers, county libraries, etc.). Include the type of services and resources utilized, and the location of customers by county.
19. Provide data illustrating utilization of kits loaned to county libraries (e.g., kit type, requestor, requestor county location, etc.).
20. Provide data illustrating the utilization of State Library resources for purposes of research and provision of information upon solicitation of by following entities: General Assembly; State officers; and State agencies.

21. According to the FY20 Public Library Survey referenced by agency staff in the letter submitted on March 4, 2022, circulation of juvenile and adult print books were the most utilized resources by patrons. Given the trend away from physical books, does this data counter the move to digital books? Should there be greater investments in physical books by county libraries?

State Depositories

22. How often do State Library staff inspect state depositories to evaluate security measures and ensure the proper maintenance of the physical infrastructure?

23. How much has the State Library absorbed in shipping charges, annually, for the past three fiscal years?

24. Do State Library staff produce a public report regarding depository holdings and utilization?

25. Does South Carolina have adequate state depository locations and space to accommodate the needs of the state?

Library Locations

26. Do State Library staff analyze state demographic trends to develop a public library site plan?

27. What input, if any, does the State Library have on the location of local libraries?

28. How often is a new local library location opened?

29. When was the last new local library location opened?

30. How long has the current number of local libraries been in place?

31. Does the State Library utilize library location information to help fill service gaps, at least in terms of the ability of the public to access a physical location? For example, Lee, Calhoun, Allendale, Saluda, and McCormick appear to only have one local library apiece in the respective counties. Many local organizations use meeting space at local libraries.

32. How, if at all, are the needs of local libraries impacted by having more than one branch in a county?

33. Over the past three years, which local libraries have received the most support (e.g., financial and services) from the State Library and why is that?

34. Over the past three years, which local libraries have received the least support (e.g., financial and services) from the State Library and why is that?

35. Do any local libraries receive no support from the State Library? If yes, which one(s) and why is that?

36. What in your opinion is the relationship of a county's population to the number of local libraries?

37. As a library professional, what does this map say to you about the "State of Libraries" in South Carolina?

Aid to County Libraries

38. How are local libraries funded?

39. In FY 21-22, the State Library received \$10,281,846 in Aid to County Libraries funding. What formula is used to disburse these funds? Please provide data illustrating the amount allocated to each county.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff E. Johnson", with a long horizontal flourish extending to the right.

Jeffrey E. "Jeff" Johnson

cc: Education and Cultural Subcommittee